

**County of San Diego, Health and Human Services Agency (HHSA)**  
**Eligibility Policy and Procedures Guide**

**VOICE MAIL AND EMAIL POLICY**

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**Issue Date:**

**4/30/2015**

**Effective Date:**

**4/30/2015**

**Background:**

The Health and Human Services agency (HHSA) utilizes voice mail and email to provide alternative methods of communication between customers and Health and Human Services staff, as such, procedures regarding the management and use of the County's Voice Mail and Email (electronic mail) have been established.

**Purpose:**

The purpose of this document is to provide staff with procedures regarding the management and use of County Voice Mail and County email.

The voice mail system has been designed to work with touchtone telephones and has two major functions:

1. Mail Box
2. Automated Attendant

Both features are operational 24 hours a day, 7 days a week. The voice mail box allows callers to leave messages for the person they wish to speak to when that party is on the telephone or otherwise not available. The automated attendant provides a series of options that direct the caller to the information they require.

Email is an electronic communication tool that may contain confidential or sensitive written information. The information is transmitted over the internet and the internet may not be secure. It can easily be intercepted and may be misused by an unauthorized party.

In order to eliminate these security risks the County has established policies on the proper use of County email.

**Policy:**

Voice mail and County email are provided to streamline the flow of county business and are not for personal use.

Email and the electronic distribution of documents are subject to the same laws that apply to other means of communication. Any email messages and documents that contain confidential, sensitive, or restricted information should be handled in adherence with the [Administrative County Email Policy](#).

**Voice Mail Greeting:**

Voice mail greetings should be presented in a professional and courteous manner. It is the responsibility of management to ensure both external and internal greetings by phone and email are professional and include the following information:

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#### **External Phone Greeting:**

The greeting must contain the following:

- Greeting (Hello)
- Personal Identification (First Name, or Mr., Ms., Mrs., etc. and Last Name)
- Department and Function (Health and Human Services-Section Name)
- A short message, including work schedule and hours, and telephone hours if other than all day
- Indicate the call will be returned within 24 hours
- If you need to speak to someone right away please call Access at 1-866-262-9881.
- Supervising Human Service Specialist should indicate if they are liaison as appropriate.

Note: Workers receiving a bilingual premium must repeat the greeting in the language(s) for which they are receiving premium pay.

#### **Sample Message:**

"Hello, you have reached the voice message for "A Worker", Health and Human Services Agency, and \_\_\_\_\_ FRC. My work hours are 8-5 Monday thru Friday. Please leave a brief message including your name and case number and your call will be returned within 24 hours, if you need to speak to someone immediately please hang up and dial 1-866-262-9881."

#### **Internal Phone Greeting:**

Family Resource Center staff in FRC offices will not use the internal greeting feature because lobby telephones are internal to the system. Customers must always reach an external greeting.

Family Resource Center staff who are not assigned to an FRC, the internal message feature is available. Although the internal message may be less formal it must contain the following items:

- Personal Identification
- A short message
- Revert number

#### **Alternate Greetings:**

Phone and email greetings will reflect the availability of the employee. An alternate greeting will be set up when an employee is out of the office for one or more days. The alternate phone message should include the Access phone number and the name and telephone number of the person to be contacted during the absence with the operator function enabled.

During planned absences such as vacation, comp time or scheduled sick leave the employee is to make the change at the end of the last day prior to the absence.

The supervisor is responsible for ensuring the voice mail message has been updated and calls have been returned.

Both types of communication must be returned in a prompt and timely manner. They will be return within twenty-four hours.

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### **Personal Verification for Voice Mail:**

All voice mail box users must use this feature when the employee is on the telephone and a call comes in, the employee's recorded voice must identify the line to the caller, rather than just giving the voice mail box number.

### **Deleting Phone Messages:**

Messages should be deleted as soon as they have been acted upon or the information has been written.

### **Email and Confidentiality Notices:**

- A Confidentiality Notice is allowed to be used in emails, but it is not required.
- Use a Confidentiality Notice when communicating with third parties outside the County's email system.
- The Confidentiality Notice that will be included in the content of an email message is listed below:

**"CONFIDENTIALITY NOTICE:** This email message, including any attachments, is for the sole use of the intended recipient(s) and may contain information protected from disclosure by applicable laws and regulations. If you are not an intended recipient, you may not review, use, copy, disclose or distribute this message or any of the information contained in this message to anyone. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of this message and any attachments. Unintended transmission shall not constitute waiver of any applicable legal protection afforded to this email and any attached documents."

### **Deleting County Emails:**

County email messages will be retained in active mailboxes for a maximum of 60 days. After the 60-day period, email messages will be deleted automatically. Deleted email messages cannot be retrieved.

The following is a list of classifications of staff authorized to receive and send email and voice mails:

- Management Staff
- Supervising Human Services Specialists
- Human Services Specialists
- Supervising Human Services Control Specialists
- Human Services Control Specialists
- Employment Case Managers
- Supervising/Senior Office Assistants
- Office Assistants
- Others upon approval

### **Passwords:**

The systems have been designed to operate with passwords. Voice Mail passwords will be designated by FRC management and can be changed if necessary. The current voice mail password must be given to the employee's immediate supervisor and FRC management initially and whenever a password is changed. The supervisor and/or FRC management may use the voice mail as needed

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(i.e., in an emergency, unscheduled absences, and when the individual did not record a new greeting).

Email passwords are set to the Login Id by system security.

**Impacts:**

All Programs

**References:**

[Administrative County Email Policy](#)

**Sunset Date:**

This policy will be reviewed for continuance on or by 4/30/2018

**Approval for Release:**

A handwritten signature in blue ink, appearing to read 'Rick Wanne', followed by the date '4-28-15' also in blue ink.

Rick Wanne, Director  
Eligibility Operations